

HOMESTAY GUIDELINES

Haere Mai!

Host Families NZ Limited (HFNZ) welcomes you to New Zealand (Aotearoa). Aotearoa is made up of many cultures and ethnicities that together make it a unique country. Every family has a different way of doing things, and these may be differed from the way you do them at home. In New Zealand a homestay environment is not limited to a traditional family structure (mother, father and siblings) and many families have pets.

We would like to give you the opportunity to share the day-to-day experiences with your host family. Although you are a paying guest, you will be treated as a family member. Please respect rules and accept advice as well ensuring you understand family rules through discussions at the beginning of your stay.

Homestay is not a hotel service, to help you understand please see the guidelines below for your stay:

MEALS AND DIETARY REQUIREMENTS

- Discuss your dietary preferences and needs with your host family but also be prepared to try new foods
- Your host family will provide breakfast and dinner every day (usually between 6 and 7pm) and lunch at the weekends
- Please buy your own snacks e.g potato crisps, juices or food that you like. You can join your host family when they go grocery shopping, or you can buy it from any supermarket or dairy (convenience store)
- When your host family tell you to 'help yourself', it means you are welcome to eat the foods they provide or prepared for you. Normally this is during breakfast, lunch or dinner if you missed the meal times
- You may think that NZ fresh milk is nutritious and tasty, but please be mindful of how much you drink. Host families may use milk in their cereals, coffee, tea, cooking and baking
- You will not be allowed to cook, unless on special occasions and under supervision
- Please clean up after yourself after meals. You may help load the dishwasher if host family has one. Please also do not eat in your room to prevent ants, mice or rats
- Advise your host family if you will be away for meals BEFORE 3pm and preferably in the morning before you leave home

MANNERS AND CLEANLINESS

- Be mindful in your new environment and community – respect the use of electricity, water, etc. Please turn off the heater, electric blanket and switch off lights before you leave the house
- You are responsible for making your own bed each morning. Please draw the curtains to let the sunshine into your room and open the window to let in fresh air. The sunlight may warm up your room naturally but please **DO NOT** keep the windows open if there is no one at home
- You are responsible for keeping your room clean and tidy. If you have an en-suite, please make sure you clean the shower box, basin and toilet regularly. You can ask your host parent(s) for cleaning materials and detergents. Although it is private, your host family can monitor your power and water consumption. In the case of excessive usage, you will be shown the readings and may be charged extra
- Please get your host family to show you where the vacuum cleaner is and help you to use it
- Please wash your own clothes. Ask your host family when it is a good time to do your washing and show you how to use the washing machine
- Your bed linen must be changed regularly. Please discuss with your host family
- Limit the amount of hot water you use. As a guideline, please do not run the shower more than 10 minutes, as in many homes the hot water takes a long time to heat up for the next person. If you have long hair, please discuss time limit with your host family
- Please be quiet after 10pm in homestays
- Do not use the shower after 10 pm as this can create noise and disturb family already in bed
- Contribute to household duties as other family members do, such as preparing vegetables or taking the wheelie bins (rubbish bins) out
- Please use English, especially when you invite friends around, with the permission of your host family. They need to be notified in advance, before bringing them

CURFEW AND SAFETY

You are required to be home no later than the following times every day:

- Under 15 years - 6:00pm
- 15 years - 7:00pm
- 16 and 17 years - 7:00pm Sunday to Thursday
10:00pm Friday and Saturday

****PLEASE BE SURE TO PHONE YOUR HOMESTAY IF YOU ARE GOING TO BE LATE AND MAKE SURE YOUR HOMESTAY HAS YOUR MOBILE NUMBER****

- DO NOT lose your key to the house or lend it to anyone else. If you lose your key, it is your responsibility to pay or replace it

- If you are under 18, you are not allowed to stay overnight in other accommodation at any time unless you have the permission from the School Student Coordinator or School Homestay Coordinator
- You are not allowed to be a passenger of any driver on a Restricted License
- Discuss in advance weekend or vacation plans. All students must acquire permission from their School Student Coordinator or School Homestay Coordinator in writing including emails before travelling during weekend, term breaks, and vacation or at any other time
- **NO SMOKING IN THE HOUSE – under 18s are not permitted to smoke in abeyance of New Zealand Law**
- **Drinking age is 18 and over in New Zealand**

PHONE CALLS AND INTERNET

- You are responsible for the cost of personal telephone calls
- Internet access is available, and you can ask your host family for the password, but they will discuss rules regarding its usage
- Please restrict downloading of large files e.g. movies, unless data is unlimited data and there is good bandwidth. Discuss usage with your host family
- Wi-fi access curfew:

UNDER 18 Sunday to Thursday between 10:00 to 11:00 pm

UNDER 18 *FRIDAY & SATURDAY -UNLIMITED, but please be self-disciplined

18 AND OVER please discuss with your host family, **but be quiet after 10 PM**

COMMUNICATION AND DISPUTE

- Please discuss any special medical conditions or allergies that they should know about
- Please be aware that you should offer to pay for yourself if your host family takes you out (meals, movie, zoo etc) or away (e.g overnight or weekend trip). If you feel that the cost and/or frequency of outings are excessive, you can decline their invitation
- Try to spend time with your host family
- Adapt to the lifestyle of your homestays and join in home activities
- Speak English whenever possible. You could use Google Translate App to assist
- Please communicate any issues or problems with homestay staff during office hours (9am – 5pm). Only contact HFNZ after hours in cases of emergency
- You should not discuss any homestay issues or problems with other students
- If you do not understand the instruction and information discussed with you, please don't hesitate to ask them to repeat it and let them know **YOU DID NOT UNDERSTAND**.
- Please **DO NOT SAY "YES "or "OK "if you do not understand**

PLEASE NOTE THAT THE PHONE NUMBER IS ONLY FOR EMERGENCIES, FOR EXAMPLE IF YOU ARE LOST OR IN DANGER

IMPORTANT INFORMATION

- Please always abide New Zealand law and be aware that laws and the penalties may differ from your home country
- Any misbehaviour of a possible criminal nature may result in suspension of your tuition and homestay while relevant authorities investigate (e.g. NZ Police)
- Please respect the property and privacy of your host family, and personal belongings
- You are liable for repairing or replacing property damaged or lost during your stay
- Please be aware that HFNZ reserves the rights to remove you from homestay without further responsibility to relocate you, if you have not met the requirement and guidelines of homestay
- You must leave your homestay on completion of your course study, unless you inform them that you would like to extend stay. They should be notified at least 2 weeks in advance.
- Should you enter into a private accommodation arrangement with a homestay family, HFNZ **WILL NOT** take responsibility for the quality of your homestay or homestay payments
- Changing homestays will only be permitted with the Homestay Coordinator's Permission
- **YOU MUST GIVE AT LEAST TWO WEEKS NOTICE IF YOU WOULD LIKE TO CHANGE HOMESTAYS**

LIABILITY

Please be aware that during your homestay period, your personal belongings are at your own risk. HFNZ or your host family) will not be held liable for any personal injury or loss of property caused by any act or omission of HFNZ or your host family.

DECLARATION

I declare that I have read, understood and accept the Homestay guidelines of the Homestay Programme and Homestay Policy of HFNZ. I agree to abide by the homestay rules and requirements

Student's Printed Name and Signature

Date